

**VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES  
OFFICE OF CONSUMER AFFAIRS**

1100 Bank Street, Suite 100 • Richmond, VA 23219

Consumer Protection Hotline (800) 552-9963 or (804) 786-2042 • Fax: (804) 225-2666 • [www.vdacs.state.va.us](http://www.vdacs.state.va.us)

(Revised SEP 2004)

**PRICE GOUGING COMPLAINT FORM**

**Notice of confidentiality**

Pursuant to Section 59.1-528, Code of Virginia, this complaint form and all related attachments, notes and information are exempt from public disclosure and shall remain confidential. Closed complaints will stay in our files for three years from the date of closure and will then be destroyed.

**The Virginia Post-Disaster Anti-Price Gouging Act**

- The Anti-Price Gouging Act prohibits a “supplier” from charging unconscionable prices for “necessary goods and services” within the affected area during the thirty (30) day period following a declared state of emergency.
- The term “necessary goods and services” includes those goods or services for which demand does, or is likely to, increase as a result of the disaster. Potential examples include, but are not limited to, water, ice, food, generators, batteries, home repair materials and services, and tree removal services.
- The basic test for determining if a price is unconscionable is whether the post-disaster price charged by a “supplier” for a “necessary good or service” grossly exceeds the price charged for the same or similar goods or services either by the same supplier, or within the same trade area, during the ten (10) days immediately prior to the disaster.
- Violations of the Anti-Price Gouging Act are enforceable through the Virginia Consumer Protection Act. However, enforcement and legal actions can only be brought by an authorized government agency. Individuals cannot sue other individuals or businesses under the Anti-Price Gouging Act.

**Important information**

- Please make sure to include **COPIES** of supporting documents such as contracts, invoices, receipts, etc. Do **NOT** include originals. If you have available, please include copies of photographs to substantiate any claims relating to home repair and/or tree removal services.
- We do **NOT** need your Social Security Number or any other personal financial information not specifically related to your complaint. Please mark out/delete this information from any documents that you wish to attach to this form.
- For additional information, please call the Consumer Protection Hotline at (800) 552-9963 or (804) 786-2042 if calling from the Richmond area or from outside Virginia. Our business hours are 8:15 a.m. to 5:00 p.m., Monday through Friday.

**Local offices of consumer affairs**

- The **City of Alexandria, Fairfax County** and the **City of Virginia Beach** all have their own locally operated offices of consumer affairs. If your complaint resulted from a transaction in any of these localities, you should contact the appropriate office directly.

***Alexandria Office of Consumer Affairs***

City Hall, P.O. Box 178, Alexandria, VA 22313. (703) 838-4350

***Fairfax County Department of Telecommunications and Consumer Services***

12000 Government Center Parkway, Suite 433, Fairfax, VA 22035. (703) 222-8435

***Virginia Beach Consumer Affairs Division***

Judicial Center, Building 10B, 2425 Nimmo Parkway, Virginia Beach, VA 23456. (757) 426-5836

(Continued)

Consumer Protection Hotline (800) 552-9963 or (804) 786-2042 • Fax: (804) 225-2666 • [www.vdacs.state.va.us](http://www.vdacs.state.va.us)

For official use only. Complaint Number:

➤ **SECTION 4 - Full Description of Complaint - Use additional sheets if necessary**

( Use additional sheets if necessary )

➤ **SECTION 5 - Resolution Attempts You Have Made**

Have you contacted the company or individual? Yes [ ] or No [ ]	If yes, name of person most recently contacted	Their phone number, incl. area code ( )
Results		
What resolution would you consider mutually fair?		
List any other organizations you have contacted (e.g. Other consumer protection offices, Better Business Bureau, etc)		

➤ **SECTION 6 – Disclaimers and Affidavits**

- By signing this form, you authorize the Office of Consumer Affairs and any other local, state or federal agencies with which we may work on this matter, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate in your case.
- By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Mail to Office of Consumer Affairs, 1100 Bank St., Suite 100, Richmond, VA 23219 or fax to (804) 225-2666